

9-1-1 Dispatcher I

Classification Responsibilities: A 9-1-1 Dispatcher I is responsible for receiving and dispatching calls for service for law enforcement, fire and emergency medical services. This position answers 9-1-1 and 7-digit telephone calls, performs caller interrogation, codes and prioritizes the calls for service, creates and maintains Computer Aided Dispatch Records, and transmits appropriate call information via the public safety radio system.

This position performs the following functions:

- 1) Process and prioritize incoming calls for police, fire and EMS assistance.
- 2) Use a Computer-Aided Dispatch (CAD) system, interfaced with state and federal records databases.
- 3) Communicates with responders via radio, telephone and mobile data computing system.
- 4) Must be comfortable in taking control of an emergency call, interrogating difficult callers, and using calming techniques as required.
- 5) High demand for multi-tasking and quick decision making on requests for emergency services. Must be able to make decisions independently, without specific protocol for processing.
- 6) Must be able to handle stressful situations.
- 7) Receives requests for information regarding vehicle registrations, driver's license records and warrants.
- 8) Enters information into the local, state and federal crime information systems.
- 9) Monitors several public safety radio frequencies simultaneously.
- 10) Answers routine public safety questions and provides information to the public.
- 11) May be required to work a variety of shifts to include day, evenings and nights, as well as holidays and weekends

Requirements:

- 1) Must be able to work a variety of shifts, including night shift, weekends, holidays and overtime when needed.
- 2) Must become and maintain CPR and EMD certification within the first year of employment.
- 3) All records and information received is considered confidential, and will not be disclosed without explicit permission.
- 4) Conviction and arrest records: All applicants who have been convicted of a criminal offense inimical to the public service may be disqualified. The

- circumstances surrounding all arrests and convictions will be carefully considered and evaluated in determining the fitness of the candidate for employment.
- 5) Must be able to type 40 wpm.
 - 6) Must be able to hear and understand normal phone conversations.
 - 7) Must be able to differentiate between colors, read a computer screen, speak clearly via radio and telephone.

Employment Process:

- 1) All applicants considered for hire must sign a waiver for a full background investigation.
- 2) All applicants will be required to take a written test and undergo a lengthy interview process.

Action
Adopted

Date
08/01/06

Reference
Commissioners' Minutes